

WHILL Model Ci Return Policy

There is a 20% restocking fee, and customers are responsible for the return shipping cost.

To qualify for a return please note the following:

- Product must be clean, have no cracks, scratches, or dirty tires, and placed back in its original packaging.
- A Return Authorization must be requested within 30 days of delivery.
- Once the Return Authorization has been received, the product must be returned within 14 days to receive a refund.

- A customer (or anyone purchasing on behalf of such customer) is not permitted to request a return for more than one WHILL Model Ci device regardless of difference in seat width, color or configuration. In the event that WHILL has reason to believe that a customer is abusing its return policy to such extent, a restocking fee of 30% plus return shipping fees will apply to such return.

You must have a return authorization number to qualify for a return:

Please call us at 1-844-717-0640 Monday - Friday 9am to 5pm PST to obtain a return authorization number and a return address. Returns may not be sent to our corporate address

-This return Policy for Canada Only under Active Healthcare Solutions Ltd.